



Bill Moseley
Director

Mission Statement

The Department of Veterans Affairs promotes veteran's rights, veteran's issues, and access to services and benefits. It works with community organizations, local, state, and federal agencies to identify and obtain benefits for all veterans and their families.



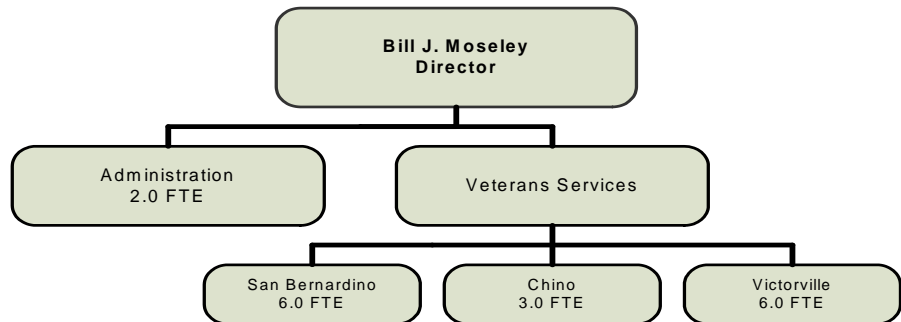
GOALS

**EMPHASIZE
HIGHER STANDARDS
OF CUSTOMER
SERVICE**

**PROMOTE STAFF
TRAINING AND
DEVELOPMENT**

VETERANS AFFAIRS

ORGANIZATIONAL CHART



DESCRIPTION OF MAJOR SERVICES

According to the Secretary of the U.S. Department of Veterans Affairs, approximately one out of every three people in the United States is a potential VA beneficiary. The Department of Veterans Affairs provides claims assistance, information and referral, and advocacy to county residents. These benefits include medical care, life insurance, home loans, pension benefits, disability compensation, education, and vocational rehabilitation. County VA employees are often the initial contact with the VA system for veterans and recently discharged military personnel in our community.

Services to the veterans' community are concentrated in the following four areas:

Claims Assistance

Provide benefits counseling, claim preparation, and development of probative evidence. Monitor claim adjudication and resolve issues or questions in favor of the veteran. Provide assistance with administrative and appellate review of claims.

Information and referral to other programs

Make referrals to other county departments, area homeless providers, emergency services providers, and state and federal agencies.

Advocacy

Individual advocacy, advocacy at the policy level, and legislative advocacy providing state and federal elected officials with technical assistance regarding veterans' legislation.

Outreach

Conduct outreach to retirement homes, mortuaries, schools, military separation programs, and service organizations like the American Legion, Disabled American Veterans, Veterans of Foreign Wars, Elks, Rotary, etc., for the purpose of informing the community of veterans' benefits and services.

2007-08 SUMMARY OF BUDGET UNITS

	<u>Appropriation</u>	<u>Revenue</u>	<u>Local Cost</u>	<u>Staffing</u>
<u>General Fund</u>				
Veterans Affairs	1,479,719	336,500	1,143,219	18.0

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: EMPHASIZE HIGHER STANDARDS OF CUSTOMER SERVICE THAT WILL PROMOTE THE HEALTH, WELL BEING, AND QUALITY OF LIFE TO ALL COUNTY VETERANS

Objective A: Revise customer service policy to ensure full commitment to our customers which will require participation and support of Veterans Affairs employees.

Objective B: Continue customer service and post-interview telephone surveys on a regular basis.

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
1A. Percentage of written and telephonic customer service survey results receiving between scores of 3 (above average) to 4 (outstanding in overall customer satisfaction ratings).	N/A	96%	98%	92%	93%
1B. Percentage of supervisory interview and case review receiving scores of 4 (exceeds standards).	N/A	95%	96%	90%	92%

Status

The department selected this objective recognizing customer perception of our service is critical and also in an effort to stress the importance of excellent customer service to our staff and other stakeholders alike. As a result, phone messages are processed more efficiently having reducing the average time for returned calls. Customer feedback validates that the department consistently provides services of the highest caliber.

The comments received from the department's customer satisfaction surveys continue to be extremely positive. Eighty seven percent rate our services as "outstanding" and nine percent rate services as "above average." A total of ninety six percent of those surveyed (1,402 people or approximately 9% of our customers) rate our services above average to outstanding. The veterans who have been contacted by phone are impressed that management employees have taken time to ask for their feedback and their perception of service.

GOAL 2: PROMOTE STAFF TRAINING AND DEVELOPMENT IN ACCORDANCE WITH STATE AND NATIONAL TRAINING STANDARDS IN ORDER TO MEET CONTINUING EDUCATION UNIT (CEU) REQUIREMENTS AND TO MAINTAIN UNITED STATES DEPARTMENT OF VETERAN AFFAIRS (USDVA) ACCREDITATION

Objective A: Continue to collaborate with other southern California counties to conduct regional quarterly staff training.

Objective B: Veterans Service Representatives will continue to attend periodic state and national sanctioned training conferences each year on a rotational basis.

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
2A. Percentage of technical staff that will attend quarterly regional training.	N/A	N/A	100%	90%	100%
2B. Percentage of technical staff that will attend state training conferences.	N/A	N/A	66%	66%	66%

2006-07 ACCOMPLISHMENTS

- ❖ Provided benefit briefings to 12,043 separating military personnel
- ❖ Sent "Welcome Home" letters to returning military men and women
- ❖ Implemented MOU with Department of Behavioral Health to improve mental health services for veterans
- ❖ Conducted training at Loma Linda VA Medical Center for hospital staff and service officers from San Bernardino and Riverside Counties
- ❖ Established Veterans Advisory Committee



Grieving mother receives her son's flag



Welcome home!



Honoring our fallen

Status

A key element to providing excellent customer service is the technical proficiency of staff. San Bernardino and six other counties formed the Southern County Veterans Service Officers (CVSO) training consortium and currently meet quarterly at a central location to share in training and the exchange of ideas and information. This past year the CVSO training consortium had a number of trainers representing federal, state, and community based organizations, e.g., Consumer Affairs, Department of Rehabilitation, VA Pension Maintenance Center, VA Insurance Center, and VA regional offices in San Diego and Los Angeles. It is the department's goal that all staff attends each quarterly training session but due to vacancies, illness, vacations, etc., ninety percent of the department's technical staff attended all of the quarterly training sessions.

Veteran Service staff also now attends state sanctioned training on a rotational basis. This past fiscal year, nine employees attended weeklong training at statewide conferences. Both the regional and statewide training provides continuing education units to help maintain the employee's federal VA accreditation. It is also strongly believed that the additional training contributes to our overall customer satisfaction ratings and ensures our customers receive the technically sound service they deserve.

2008-09 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS), INCLUDING NEW CAPITAL IMPROVEMENT PROGRAM (CIP) PROJECTS, OR BUSINESS PROCESS IMPROVEMENT (BPI) RESERVE FUNDS

The department is not requesting any additional general fund financing for 2008-09.

2008-09 PROPOSED FEE ADJUSTMENTS

The department is not requesting any proposed fee adjustments for 2008-09.

If there are questions about this business plan, please contact Bill Moseley, Director, at (909) 387-5525.

